

Performance Work Statement (PWS)
Defense Manpower Data Center (DMDC)
Enterprise Information Technology Services II (EITS II)

Intelligence and Investigations Support
ORDER ID - ID03180056002

1.0 INTRODUCTION

The Defense Manpower Data Center requires Subject Matter Expertise (SME) and Program Management support for the Intelligence and Investigation (I2).

2.0 BACKGROUND

2.2 The Intelligence and Investigations (I2) Program is responsible for providing liaison and subject matter expertise support to the federal and DoD intelligence and law enforcement community. This support is sensitive for issues of national security and is often conducted in classified settings. The I2 Program provides this support to the I2 community for the entirety of the DMDC portfolio of business lines and Programs and therefore provides a broad service capability ranging from deep technical analysis to high-level functional and operational assessments.

3.0 SCOPE

The Contractor shall provide the personnel and management necessary to support planning, designing, sustaining, developing, and implementing Intelligence and Investigations services for the DMDC portfolio of Business lines and Programs. This also includes providing a breadth of I2 program analysis (to include data and application analysis) support for DMDC programs across the classified DOD and Law Enforcement customer base.

4.0 REQUIREMENTS

The Contractor shall:

4.2 i2 Support

4.2.1 i2 Baseline Support

4.2.1.1 Provide subject matter expertise support to DMDC leadership in support of Under Secretary of Defense for Intelligence (USDI) and other federal partners in regards to strategy, business planning and business architecture as it relates and supports the Credentialing and Identity Management Mission. This successful accomplishment of these missions must rely on a strategic liaison with multiple Intelligence and Service organizations that are affected by changes within the DoD identity management and credentialing and access management processes, technologies and methods. Some of the concerns are classified in nature and resident expertise is required to steer or suggest architectural considerations and roadmaps.

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4.2.1.2 Provide subject matter expertise and data analysis support to DMDC's identity management, credentialing and access management program. Provide analysis support on a daily and recurring basis for external DoD and Federal law enforcement agencies in support of sensitive investigations. The Government anticipates approximately 20 requests per month during the period of performance. Provide support that enables an overarching awareness of DMDC's identity management, credentialing and access management program achievements.

4.2.1.3 Support specifically the review of data sources ingested into the DMDC identity management architecture as well as other credentialing, and security and reporting systems. Provide analyses as to the operational security of intelligence programs and their impacts on the intelligence community. The government anticipates approximately 50 requests per month for reviews during the period of performance.

4.2.2 Additional i2 Baseline Support – Tier 1 (Optional)

4.2.2.1 Provide subject matter expertise and data analysis support to DMDC's identity management, credentialing and access management program. Provide analysis support on a daily and recurring basis for external DoD and Federal law enforcement agencies in support of sensitive investigations. The Government anticipates approximately 30 requests per month during the period of performance. Provide support that enables an overarching awareness of DMDC's identity management, credentialing and access management program achievements.

4.2.2.2 Support specifically the review data sources ingested into the DMDC identity management architecture as well as other credentialing, security and reporting systems and programs which are, or will be, part of the future roadmap. Provide analyses as to the operational security of intelligence programs and their impacts on the intelligence community. The government anticipates approximately 100 requests per month for reviews during the period of performance.

4.2.3 Additional i2 Baseline Support – Tier 2 (Optional)

4.2.3.1 Provide subject matter expertise and data analysis support to DMDC's identity management, credentialing and access management program. Provide analysis support on a daily and recurring basis for external DoD and Federal law enforcement agencies in support of sensitive investigations. The Government anticipates approximately 40 requests per month during the period of performance. Provide support that enables an overarching awareness of DMDC's identity management, credentialing and access management program achievements.

4.2.3.2 Support specifically the review data sources ingested into the DMDC identity management architecture as well as other credentialing, security and reporting systems and programs which are, or will be, part of the future roadmap. Provide analyses as to the operational security of intelligence programs and their impacts on the intelligence community. The government anticipates approximately 150 requests per month for reviews during the period of performance.

4.2.4 i2 National Customer Support Office - (Optional)

4.2.4.1 Provide Subject Matter Expertise and Program Management support for DMDC's program office within the Intelligence and Law Enforcements communities for the development of new applications as well as support for existing applications.

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4.2.4.2 Provide program management support to include support of an I2 National Customer Support Office. The I2 personnel shall assist the Government in the planning, implementation, and operation of the overall I2 Program. This shall include the coordination, development, and documentation of functional requirements with customers and stakeholders and the creation of a program plan and project plans and schedules.

4.2.4.3 Conduct the system and integration activities such as requirements, design, development and internal development testing for new systems and scope enhancements to existing and evolving systems.

4.2.4.4 Provide expert technical advice, guidance, and recommendations for I2 to DMDC on critical IT issues as it relates to code, implementation, environments, software and hardware.

4.2.4.5 Identify tools and technologies that meet the new software development requirements as well as the DMDC current architectural approach.

4.2.4.6 Ensure changes are recorded in a configuration management database and released software and documentation is archived in a software library.

4.2.4.7 Prepare and execute milestone reviews for requirements, design, development and testing as required by the DMDC division issuing the task order, to ensure the development meets the needs of the Government.

4.2.4.8 Provide Data Analysis support by collaborating with the I2 team and use DMDC data to conduct data management and analyses on behalf of DMDC's customers. Data Analysis support consists of provided quantitative analysis of large databases to:

4.2.4.9 Analyze specifications, formulate programming approaches, and consult with DMDC and its customers to clarify requirements,

4.2.4.10 Analyze incoming data to ensure compliance with the required technical specifications and quality standards for various initiatives,

4.2.4.11 Collaborate with data submitters to manage all data intake. Communicate corrections and recommend any remediation to improve the data analytical value.

4.2.4.12 Provide complete and thorough documentation for functional and technical specifications, data quality reviews, mission security assessments and mission impact assessments; investigate existing databases; research data anomalies, and construct subset data bases and data files.

4.2.5 i2 Program Management Services – Tier 1 (Optional)

4.2.5.1 Provide analytical expertise in identifying, evaluating and documenting business requirements for systems and procedures that meet user requirements.

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4.2.5.1.1 Assess and provide recommendations to improve business and IT processes.

4.2.5.1.2 Assess new systems and design methodologies to accurately represent customer requirements and improve software and hardware quality.

4.2.5.1.3 Evaluate and document business processes.

4.2.5.1.4 Enhance and develop existing applications by conducting research related to problem sets, feature sets, and use case limitations for customer project requests.

4.2.5.1.5 Conduct research related to future changes relevant to existing finished and in-process solution products to enable relevance and usability of products over time.

4.2.6 i2 Program Management Services – Tier 2 (Optional)

4.2.6.1 Evaluation of business process, anticipation requirements, uncovering areas for improvement, and developing and implementing solutions.

4.2.6.1.1 Coordinate project(s) to include project definition; requirements negotiation; delivery timelines; priorities; organizational responsibility; software and hardware development; testing and implementation throughout complete product life cycles; and communication with internal/external agencies.

4.2.6.1.2 Monitor project activities, evaluate and report on accomplishments, participate in functional and technical sessions, and provide feedback.

4.2.6.1.3 Manage a portfolio of projects to achieve improved identity management across systems, reducing barriers for adoption by partners, and reducing cost/complexity.

4.2.6.1.4 Create, develop, and maintain required project documents such as file plans, project reports, and continuity binders.

4.2.6.1.5 Create, develop, and maintain necessary solution product documents, including inward-facing documents such as design drafts, production logs and outward-facing technical documentation such as user manuals and customer information pamphlets.

4.2.7 i2 Program Management Services – Tier 3 (Optional)

4.2.7.1 Provide support to the Special Security Office (SSO) for Security Operations.

4.2.7.1.1 Provide security guidance to the SSO by serving as the subject matter expert on sponsors' SCI security requirements as outlined in Intelligence Community Directives and applicable government regulations

4.2.7.1.2 Draft security plans and procedures for submission and approval to the COR.

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4.2.7.1.3 Assist with SCI programs, facilities and activities. Administration by serving as the subject matter expert on SCI security requirements.

4.2.7.1.4 Conduct, manage, and coordinate SCI personnel, information, physical and technical security actions and procedures according to applicable security practices and manuals.

4.2.7.1.5 Conduct SCI security briefings, indoctrinations and debriefings; obtain signed non-disclosure agreements and perform related personnel security actions.

4.2.7.1.6 Conduct annual self-inspections. Facilitate prepublication reviews.

4.2.7.1.7 Investigate and resolve SCI security infractions.

4.2.7.1.8 Conduct/perform the following functions:

- Internal audits
- Courier duties.
- Assist with classified meeting preparation
- Support the planning of security education programs
- Assist with interpreting, applying and complying with Security Classification Guides
- Ensure appropriate accreditations are in place for facilities and systems, to include co-use, joint-use agreements and MOUs/MOAs.

4.6 Provide Program Management

4.6.1 Provide business processes that support the integration of activities, maximizing communications among stakeholders while focusing on quality, timeliness, cost efficiency, and accuracy in the delivery of required services.

4.6.2 Business Analysis. Maintain existing government approved business requirements and add additional requirements per the scope of this PWS.

4.6.3 Identify and understand the business problem and the impact of the proposed solution on the organization's operations. Implement training methods and provide training as required.

4.6.4 Document the complex areas of project scope, objectives, and added value or benefit expectations, using an integrated set of analysis and modeling tools.

4.6.5 Evaluate customer business needs, thus contributing to strategic planning of fiscal, information systems and technology directions.

4.6.6 Work with major development and production support teams during preliminary installation and testing of new products and services.

4.6.7 Design and develop high quality business solutions; construct models, process, data, and workflow, develop business architecture: as-is and to-be models and analyze and manage requirement risk.

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4.6.8 Structure requirements for traceability, prioritize requirements and draft requirement specifications.

4.7 Project Management

4.7.1 IT project managers support all phases of the software development lifecycle and will follow the DMDC Application Development Process to manage a variety of projects, to include new development, sustainment, infrastructure projects and projects transitioning from and to DMDC infrastructure.

4.7.2 Implement a comprehensive project management approach to include technical management, schedule management, cost management, personnel management, and communication management.

4.7.3 Utilize project management best practices such as those defined in the Project Management Body of Knowledge.

4.7.4 Provide experience in multiple software development project management methodologies, to include waterfall and Scrum/Agile methodologies.

4.7.5 Allocate resource estimates to specific tasks and deliverables or sets of deliverables, including system releases.

4.7.6 Ensure all project management activities are conducted using standardized processes, to include a repeatable SDLC.

4.7.7 Provide project management support to infrastructure projects, to include system maintenance, system upgrades, migrations, and new infrastructure planning and implementation.

4.7.8 Develop project plans and follow industry standard management principles, to include risk management, critical path, resource allocation, stakeholder communication, and milestone reviews.

4.7.9 Assist in evaluating impacts to current schedules and alternative allocations of resources to minimize disruption/impacts introduced by new/changing requirements. Provide updated project schedules within 14 calendar days of changes.

4.8 Provide, Plans, Reports and Documentation

4.8.1 Provide Product Documentation and Reports

The Contractor shall follow the requirements identified in PWS Section 5.8.6 of the EITS II Base IDIQ.

4.8.2 Senior Management Review (SMR)

The Contractor shall follow the requirements identified in PWS Section 5.8.6 of the EITS II Base IDIQ.

4.8.3 Conduct Weekly In-Progress Reviews (IPR)

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The Contractor shall follow the requirements identified in PWS Section 5.8.6 of the EITS II Base IDIQ.

4.8.4 Problem Notification Report (PNR)

The Contractor shall follow the requirements identified in PWS Section 5.8.6 of the EITS II Base IDIQ.

4.8.5 Provide a Quality Control Plan (QCP)

- DMDC is committed to a highly interactive relationship between quality control by the Contractor and quality assurance by the government recipient of services. This relationship shall be achieved through a Prevention Based Quality System dedicated to ensuring the best possible products and services. A copy of the comprehensive written QCP shall be submitted to the Contracting Officer (KO) and Contracting Officer's Representative (COR) within 5 business days when changes are made thereafter. The Contractor shall provide their final QCP no later than (NLT) 10 calendar days after contract award.
- The Contractor's quality system shall demonstrate its prevention-based outlook by meeting the objectives stated in the PWS throughout all areas of performance and shall be developed to specify the Contractor's responsibility for management and quality control actions to meet the terms of the contract. The Contractor's QCP shall be incorporated into and become part of this Order after the plan has been accepted by the Government. The Contractor's QCP shall be maintained throughout the life of the Order and shall include the Contractor's procedures to routinely evaluate the effectiveness of the plan to ensure the Contractor is meeting the performance standards and requirements of the Order.

4.8.6 RISK MANAGEMENT PLAN

The Contractor shall assess, evaluate, document, and manage risks associated with the performance of this contract in a Risk Management Plan. The Risk Management Plan shall be delivered no later than (NLT) 10 calendar days after contract award.

4.8.7 WORK BREAKDOWN STRUCTURE (WBS)

Submit a final detailed Work Breakdown Structure (WBS). The WBS shall detail the decomposition of the work to be executed by the project team to accomplish the project objectives and create the required deliverables in accordance with the statement of work. Define each of the tasks required to complete the work, identify individual responsibilities, and describe output, timelines for completion and performance standards. The Work Breakdown Structure shall identify final completion dates and progress milestones for tasks and provides a basis for monitoring and evaluation contractor work. The WBS shall be delivered no later than (NLT) 10 calendar days after contract award.

4.8.8 Participate in Kick-Off Meeting

This meeting provides an introduction between the Contractor and Government personnel who will be involved with the contract and shall aid both parties in achieving a clear and mutual understanding of all requirements, and identify and resolve any potential issues. This meeting is not a substitute for the contractor to fully understand the work requirements at the time offers were submitted nor is it to be

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used to alter the final agreement arrived at in any negotiations leading to contract award. The Contractor shall be prepared to discuss any items requiring clarification and gather information as necessary to support each deliverable and shall submit a written summary of the Kick Off Meeting to the COR. Kick off meeting minutes shall be documented by the contractor and delivered to the Government within 3 business days of the Kick off meeting.

5. DELIVERABLES

The Contractor shall submit a draft version of each deliverable and the Government will provide written acceptance, comments and/or change requests, if any, in accordance with PWS section 5.0. The contractor shall make any corrections and submit the final deliverable, in accordance with the dates listed in the following table and in accordance with PWS section 5.0. The Government will provide written acceptance, comments and/or change requests, if any, within ten (10) business days from Government receipt of the draft deliverable, and sign off on the deliverable check sheet for the final draft of the deliverable within three (3) business days after the due date for submission into GSA ASSIST. After three business days if not approved, the deliverable is deemed acceptable. The work products and reports shall be delivered in accordance with dates listed in the following table:

Deliverables of I2	PWS Ref.	Delivery Date	Date or Recurring
Program Plan	4.2	30 calendar days after award	date
Project Plan	4.2	7 calendar days after project approval	monthly
Requirements Analysis	4.2	as specified in approved project plan	monthly
Functional Specifications	4.2	as specified in approved project plan	monthly
Monthly Status Report	4.8.1	15th of each month	date
QCP	4.8.5	Within 10 calendar days of award	date
Risk Management Plan	4.8.8	Within 10 calendar days of award	date
WBS	4.8.7	Within 10 calendar days of award	date
Kick Off Meeting Minutes	4.8.8	Within 3 business days of meeting	date
Problem Notification Reports	6.0	NLT 5 business days after identification of problem	monthly
Travel Reports	10	Within 5 business days of completed travel	monthly

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Weekly IPR	4.8.3	Weekly	monthly
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6.0 QUALITY SURVEILLANCE

The Contractor shall follow the Quality Assurance requirements identified in the PWS Section 5.10 of the EITS II Base IDIQ.

6.7 PERFORMANCE STANDARDS

The incentive for achieving the Acceptable Quality Levels (AQLs) listed in the table below is a positive past performance evaluation, it should be understood that failure to meet the performance metrics below will result in negative past performance evaluations. All AQLs will be reported in the MSR.

Past Performance Evaluations shall be submitted to the Contractor Performance Assessment Reporting System (CPARS) for all government agencies to review. Past Performance Evaluations shall contain detailed narratives explaining reasons for positive and negative assessments. The following are the specific performance standards for this PWS. In addition to the below AQL table, the contractor shall meet all the requirements identified in Appendix D - SDLC - Process Handbook v2.0 of the EITS II IDIQ.

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PERFORMANCE OBJECTIVE	PERFORMANCE THRESHOLD	METHOD OF SURVEILLANCE
Quality of Service: deliverables are complete and accurate	No more than one (1) set of corrections required for any product provided for a given deliverable. All corrections submitted within one (1) working day of the negotiated suspense.	100% inspection
Schedule: Deliverables are submitted on time.	No more than one (1) late deliverable per month. No deliverable late more than five (5) business days.	100% inspection
Business Relations: Proactive in identifying problems and recommending implementable solutions	Clear and consistent written or verbal responses and/or acknowledgement within one (1) working day of initial government notification.	100% inspection

7.0 CONTRACTOR PERSONNEL

The contractor shall provide qualified personnel under this and ensure they possess the skills, knowledge, training required to ensure satisfactory performance of all services required.

8.0 GOVERNMENT FURNISHED PROPERTY/EQUIPMENT/INFORMATION (GFP/GFE/GFI)

8.1 Government Furnished Equipment (GFE) and Government Furnished Information (GFI) will be provided as necessary for the Contractors located on site. Provided equipment will cover a broad spectrum to include office space, office equipment (desk, chairs, tables, cabinets, copiers, furniture, etc.), and IT/telecommunications equipment (computers, servers, peripherals, telephone systems, etc.)

8.2 The Government shall provide all software code, in all forms and formats for the supported systems; system documentation, including architecture and design documents; complete database schemas and dictionaries; architecture and design documentation on services and APIs; training materials; current manuals; system and operational scripts; hardware; storage media commercial off-the-shelf software; hosting facilities; and all other relevant materials and equipment. The Government will facilitate and coordinate efforts with related Government entities required for system performance, operations, and support.

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9.0 PLACE/PERIOD OF PERFORMANCE

9.1 Contract Type: This contract shall be Firm Fixed Price.

9.2 Period of Performance: The period of performance (PoP) for this Task Order will be 12 months. Remaining optional Tasks PoP will also be 12 months from the date they are exercised.

9.3 Place of Performance: The work under this task shall be performed on site at DMDC facilities in Seaside, CA. Any work performed at other locations shall be identified in a formal submission and approved by the Physical Security and Law Enforcement (PS&LE) or equivalent DMDC Government division. Occasional to significant travel may also be required, as noted in PWS Section 10.0-Travel.

9.4 Hours of operation: The contractor is responsible for conducting business between the hours of 6 a.m. to 6 p.m. PT, Monday thru Friday except Federal holidays or when the Government facility is closed due to local or national emergencies, administrative closings, or similar Government directed facility closings. The Contractor must at all times maintain an adequate workforce for the uninterrupted performance of all tasks defined within this PWS when the Government facility is not closed for the above reasons. The work under this task will require off hours support during evening and weekend hours particularly for Tier 3 support and production implementations (if optional CLIN from section 4.2.7 is exercised).

9.5 Post Award Conference: The Contractor shall follow the IPR requirements identified in the PWS Section 10.1 of the EITS II Base IDIQ.

9.6 Telecommuting/Telework: The Government may permit telecommuting by contractor employees when determined to be in the best interest of the Government in meeting work requirements. The contractor must have an established program subject to review by the Government. All telecommuting agreements must be authorized and approved by the COR and include the date, time, and description of the tasks to be performed. Telecommuting will be at no additional cost to the Government. Required travel to the Government site will be the expense of the contractor. The Contractor shall provide adequate oversight of work products to ensure contract adherence. Contractors shall have formal telework policies in place if telework is employed. Telework arrangements on individual task order may commence with Contracting Officer and Contracting Officer Representative (COR) approval under the following: Telework requests shall be approved by the Contracting Officer and the Contracting Officer Representative.

9.7 Points of Contact:

DMDC COR:

Will be assigned Post Award

GSA Contracting Officer (CO)

Mr. Michael Levy

GSA-FAS, Mid-Atlantic Region

The Dow Building - 3rd Floor

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Philadelphia, PA 19106

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GSA Contract Specialist (CS)
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GSA Contracting Officer's Representative (COR)
Mr. Shail Shah
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Tel: 215-446-5858

10.0 TRAVEL

Travel: The cost reimbursable not-to-exceed travel limit is estimated at \$7,500.00 per year. It is noted that the travel costs set forth are estimates and the Government reserves the right to increase or decrease this estimate during performance as necessary to meet requirements. Any travel requirements that arise in excess of the limitations set forth above shall be incorporated through a modification to this task order.

Local or long-distance travel may be required to various locations CONUS and OCONUS, as directed by the Government on a cost-reimbursable basis in accordance with the Joint Travel Regulations (JTR) Standardized Regulations per FAR 31.205-46, Travel Costs.

Before contractor travel is executed, authorization must be given by the COR.
All non-local travel must be pre-approved by the Government and must be in accordance with the applicable Government Travel Regulation.

Note: Specific travel destinations cannot be determined at this time. Travel will be performed at the direction of the Government on a not to exceed basis. Any unused travel amount for the current period of performance will NOT be carried over to the next period of performance. If travel costs are expected to exceed this amount, the contractor shall notify the Contracting Officer's Representative (COR) and obtain written authorization from the GSA Contracting Officer prior to travel.

Costs for transportation may be based upon mileage rates, actual costs incurred, or a combination thereof, provided the method used results in a reasonable charge. Travel costs will be considered reasonable and allowable only to the extent that they do not exceed on a daily basis, the maximum per diem rates in effect at the time of the travel.

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11.0 SECURITY

The contractor shall comply with all security requirements detailed in the PWS of the EITS II BASE IDIQ

In addition, all contractor personnel under this task order shall be fully adjudicated to get a credential and some or all personnel may be required to hold at a minimum a fully-adjudicated and active Secret security clearances. Contractor personnel shall possess these security clearances at Task Order award. The Government may require some or all personnel under this task to hold a Top Secret with SCI security clearance.

12.0 INVOICING

Requirements identified in the GSA Invoice Clause included in the EITS II Section B to E will be followed.

13.0 APPLICABLE DOCUMENTS

Document	Web link
DoD Instruction (DoDI) 8500.1, Cybersecurity	http://www.dtic.mil/whs/directives/corres/pdf/850001_2014.pdf
DoD 5200.2-R, Personnel Security Program	http://www.dtic.mil/whs/directives/corres/pdf/520002r.pdf